

DECISION MEMORANDUM

**TO: COMMISSIONER ANDERSON
COMMISSIONER HAMMOND
COMMISSIONER LODGE
COMMISSION SECRETARY
COMMISSION STAFF
LEGAL**

**FROM: DAYN HARDIE
DEPUTY ATTORNEY GENERAL**

DATE: APRIL 10, 2023

SUBJECT: IN THE MATTER OF SIX FORMAL COMPLAINTS FILED AGAINST ROCKY MOUNTAIN POWER REGARDING SMART METER INSTALLATIONS; CASE NOS. PAC-E-23-04; PAC-E-23-05; PAC-E-23-06; PAC-E-23-07; PAC-E-23-08; AND PAC-E-23-11

Between March 22, 2023 and March 27, 2023, the Commission received six formal complaints (collectively referred to as the “Complaints”) filed against PacifiCorp dba Rocky Mountain Power (“Company”). The Complaints all regard the Company’s threat to disconnect service if customers refuse to allow the Company to install smart meters. The central theme of the Complaints focused on customers who did not want to have smart meters installed at their homes. Reasons cited for not wanting smart meters included age and health of the complainants, a child with special needs proximity to the home’s meter, lack of legal authority allowing the Company to install the smart meters, data privacy, and a request for an opt-out provision.

STAFF RECOMMENDATION

Staff recommends the Commission issue a Summons to the Company directing it to answer or otherwise respond to the Complaints within 21 days. Staff recommends that because of the similarity of each complaint, the Company be allowed to file a single response that addresses the various issues referenced in the Complaints in addition to the installation of smart meters and associated threat of disconnection.

COMMISSION DECISION

Does the Commission wish to issue a Summons to the Company directing it to answer or otherwise respond to the Complaints within 21 days?



Dayn Hardie
Deputy Attorney General

I:\Legal\ELECTRIC\PAC_RMP Smart Meter Complaints\PAC_RMP_dec1_dh.docx